ID: 8

Exception: The Provisioning Coordination Process is heavily reliant on manual tasks.

Domain: POP

Owner: Carrie Thielemann

Date Uncovered: 10/16/98

Description: In processing and provisioning a CLEC service order, a number of manual and redundant tasks are performed. These manual and redundant tasks include:

a. re-keying data from DCAS screen prints to SOP;
b. retyping from facsimile LSRs to SOP;
c. manual reentering of data onto bedsheets;
d. manual hand-off of bedsheets to RCCC via messenger service;
e. manual hand-offs and assignments to RCMAC and Frame CO via bedsheets; and
f. manual logging of activities in WFA/C.

For wholesale orders, the customer calls the CLEC, and the CLEC sends the order to BA, either by fax or by entering the data into DCAS. In the TISOC, service orders received by fax are keyed into SOP. Orders can flow from DCAS through to SOP. However, orders which fall out of DCAS are printed and reentered directly into SOP. The reentry of order data increases the time required to enter an order into the provisioning process and increases the probability of errors on the order.

Orders requiring coordination are copied by hand onto bedsheets and these are sent to the RCCC by messenger. When the RCCC receives the bedsheets, the orders are checked and copies of the bedsheets are faxed to the RCMAC and the CO (Frame). As the provisioning coordination progresses, activities for each service order are manually logged on an RCCC Completion Form.

Impact Assessment: These manual processes and paper based tools are time consuming and prone to error. As demand increases, the coordination process is not sufficiently scalable to maintain service quality. Retyping and reentry of data introduces the risk of data errors, decreases the probability of the order flowing through the provisioning process, and potentially increases the time required to provision the service order. As service demand increases, even a significantly larger staff will not be able to maintain and certainly cannot improve service quality if the underlying process is inefficient.

Status: Open

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